

Robin K Roy

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OBJECTIVE

Seeking a challenging carrier where I could implement my skills, prove my caliber and adapt to the growing technologies.

EXPERIENCE

a) IBIS Hotel Kochi (Accor Hotels)

Period : From November 2019 to Still date
Position : Assistant Manager IT

Responsible for:-

- ❖ Heading IT Department with 115 key Room Property
- ❖ Managing all Hospitality Software's (Opera, Micros 3700, Sun, MC, JVD)
- ❖ Managing Networks Switches and Cisco Routers and Force point Firewall
- ❖ Handling Accor Software's and directly Interact with Corporate IT
- ❖ Maintain IT Equipment's Inventory
- ❖ Maintaining AMC for all Hardware and Software
- ❖ Conducting basic training and PCI training for all staff
- ❖ Managing Guest WIFI Infrastructure
- ❖ Upgraded all End of Life Operating Systems
- ❖ Maintain IT Budget
- ❖ Maintain a good relationship with Vendor's

b) Holiday inn Kochi (Intercontinental hotel group)

Period : From January 2016 to November 2019
Position : IT Supervisor

Responsible for:-

- ❖ Maintain and administrating admin networks
- ❖ Server managing and handling Avaya telephonic systems
- ❖ Managing video conference system
- ❖ Handling IHG software's
- ❖ Handling AV Equipments
- ❖ Maintaining and monitoring Micros Pos Machines (Infrasys)
- ❖ Maintain and Monitoring Opera, sun, vision, mc, etc...
- ❖ Installing network printers scanners and telephonic systems
- ❖ Installing supporting and maintaining IT infrastructure
- ❖ Installing and Configuring Outlook

- ❖ Configuring and implementing Lan Networking
- ❖ Monitoring Symantec 20 backup exec software
- ❖ Managing Polycom Video Conferencing

c) Marriott Hotel Kochi

Period : From March 2015 to January 2016
 Position : IT Associate

Responsible for:-

- ❖ Maintain and administrating All the systems and Networks
- ❖ Monitoring and Maintain docomo Freedom Software
- ❖ Networks and Server Maintenances
- ❖ Maintain Ruckus Zonal Controller Devices
- ❖ Maintain Nomadix Gateway (AG 5800)
- ❖ Maintain and monitoring Guest Networks
- ❖ Handling Active Directory Systems and Control all the Systems Users
- ❖ Working in HP2610, HPA 5120 switches
- ❖ Working in NEC Telephonic System
- ❖ Maintain and Monitoring Oracle Software's (Micros -Simphony)

d) Microsense Networks Pvt Ltd-(Taj Hotels & Resorts)

Period : From April 2011 to 2015 March
 Position : Wi-Fi Helpdesk Engineer

Responsible for:-

- ❖ Maintain and administrating Guest networks (wired and WIFI) and related computing environments including computer hardware, systems software, applications software, and all configurations.
- ❖ Monitoring and maintain the DHCP Server (Nomadix)
- ❖ Design and implementation of Networks using TCP/IP.
- ❖ Network Maintenance
- ❖ Trouble Shooting network & switches
- ❖ Trouble shooting desktop & data backup
- ❖ Formatting & installing all software's and drivers
- ❖ Reinstallation of software's on PCs, updating of software's, data retrieval
- ❖ Hardware maintenance

e) Datacom Systems

Period : From January 2010 to March 2011
Position : Hardware Technician

Responsible for: -

- ❖ Installation, configuration and maintenance of PC hardware and software
- ❖ Implementing and maintaining local area networks.
- ❖ Configuration and maintenance of Microsoft Outlook.
- ❖ Installing and configuration of Network printers and Scanners
- ❖ Ensures System Security, Network Security, Database Security and Virus protection.
- ❖ Maintains log and inventory of all equipment's in branch office.

TECHNICAL QUALIFICATIONS

- a) CCNA (Cisco Certified Network Associate)(course completed)
- b) CCVP(Cisco certified Voice Professional)(course completed)
- c) Computer Hardware

Subjects Include: Mother Board Identification, HDD Partition & Formatting, CMOS Configurations, all operating systems Installation, Software Installation, PC Assembling and Troubleshooting.

EDUCATIONAL QUALIFICATIONS

SSLC : Kerala State Examination
Plus Two : Board of Higher Secondary
Degree : Mahatma Gandhi University

SKILLS

MICROSOFT WINDOWS

- Installation and administration of Microsoft Windows XP, Windows server 2000, Windows server 2003, Windows vista, Windows 2008 Server, Windows 7 and Windows 8.

WAN Skills

- Successfully Completed WIFI Upgradation Project in ‘Holiday Inn (RuckusController and Access Points – H320 & R510 Series)
- IP addressing, Subnetting and supernetting of IP address.

Other Skills

- PC Assembling and Troubleshooting.
- Configuring modem, dialup and troubleshooting
- Configuring and Implementing LAN Networking

PERSONAL PROFILE

Father Name	:	Roy Paulose
Date of Birth	:	15th April 1991
Sex	:	Male
Religion	:	Christian
Marital Status	:	Married
Language known	:	English, Tamil and Malayalam
Nationality	:	Indian
Permanent Address	:	Kunnappilly House, Kuttichira Post, Chalakudy Thrissur– 680724
Mob	:	+91 9745039802

REFERENCE

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DECLARATION

I hereby declare that the information furnished above is true and correct to the Best of my knowledge and belief.

Place: Thrissur
Date: 04-03-2020

Robin K Roy